

EAGLE HOUSE SURGERY

Summer Newsletter to Patients, June 2016

Changes to Formal Reception Times

We will be making changes to the formal opening times of the reception desk and telephone lines in July.

From 1 July, we will offer a full reception service from 8am daily, so that patients will be able to book appointments, request home visits, collect prescriptions, speak to a receptionist on the enquiry line, and leave messages for GPs, in addition to all the other facilities which are accessed via our reception staff. Please note the appointment times with GPs and Nurses remain the same.

Opening Later on Wednesdays and Thursdays

We are now able to offer later evening appointments on Wednesday and Thursday evenings, in addition to late evening opening on Mondays and Tuesdays.

You can now book an appointment up to 6.50pm on Wednesday and Thursday evenings with a GP, and via our existing later appointment service on Monday and Tuesday evenings, you can book an appointment with a GP until 7.10pm. Please note, most GPs work later on different days, so if there is a particular GP you wish to see, please ask at Reception.

We met with members of the surgery's Patient Participation Group recently, and discussed the above changes with them. We also discussed the outcome of a recent Healthwatch report. Healthwatch is an independent consumer champion for health and social care issues in Enfield. They are part of a national network and undertook a survey of the experience of patients in waiting rooms in Enfield surgeries, specifically looking at the visible information available regarding:

- the Patient Participation Group
- how to complain about services
- how to register
- publicity for on-Line services
- the Friends and Family initiative
- arrangements for booking Interpreters information (including services for patients whose first language is not England and those for patients who are Deaf)
- Enfield Healthwatch

They also checked:

- whether the practice had clear signage
- the level of privacy at the reception desk
- how patients are called for appointments
- that entry into the building was accessible for all
- accessibility of toilet facilities
- whether there are sufficient chairs in the waiting areas
- whether the surgery has a hearing loop

The report was circulated to all surgeries, but was confidential as it listed the achievement of all Enfield surgeries. Healthwatch kindly provided a report without individual surgery achievement. We circulated this to PPG members at the meeting, and added our achievement on the areas listed, extracted from the confidential report.

Healthwatch used a scoring system based on individual achievement of the above areas. We achieved 13 points of a possible 15 points. The areas we did not meet were having information about Healthwatch itself, and having a hearing loop.

We did explain to Healthwatch and members of the PPG that we have limited capacity to display all the leaflets and posters which we receive. As we can't display them all, we try to display those which would benefit most patients.

Healthwatch had noted under the section entitled Privacy at the Reception Desk, that they were "impressed by one practice's orange line painted on the floor several feet from the reception desk, encouraging patients to stand behind the line whilst waiting".

We were particularly pleased to read this, and this initiative was implemented at the suggestion of PPG members at the previous meeting.

GPs at Eagle House Surgery